Business Communication & Presentation Skills

Session / Flow	Objective	Tools & Techniques
Opening & Learning Contract	Create relevance, energy and ownership	Psychological safety, contracting, expectation mapping
Communication Self-Check	Establish baseline	Self-assessment, reflective questioning
What Makes Communication Effective?	Build common foundation	Experiential learning, Socratic questioning, debriefing
Clarity & Structure	Make workplace communication concise and logical	PREP, BLUF, Pyramid Principle, signposting
Listening & Questioning Skills	Improve understanding and reduce assumptions	Active listening, paraphrasing, probing, open/closed questions
Non-Verbal Communication	Improve executive presence	Observation, behavioural modelling, body-language analysis
Assertive Communication	Communicate firmly without aggression/passivity	Assertiveness continuum, DESC model, I-statements
Business Communication Case Study	Integrate clarity, listening and assertiveness	Case method, small-group problem solving
Presentation Architecture	Learn how to build a business presentation	Audience-first design, Pyramid Principle, PREP, storytelling
Opening & Closing Strong	Create impact and memorability	Hook, WIIFM, storytelling, call-to-action
Visual Communication	Make slides support—not compete with—the speaker	1-message-per-slide, visual hierarchy, 6×6 principle, data storytelling
Executive Presence & Delivery	Build confidence and credibility	Voice modulation, pace, pause, posture, eye contact, gesture
Handling Questions & Pressure	Develop confidence during Q&A	Bridging, clarification, acknowledgement, concise response
Integrated Business Presentation Role Play	Apply complete communication + presentation capability	Simulation, role play, peer assessment, video/observer feedback if available
Feedback & Behavioural Coaching	Convert performance into improvement	SBI feedback, feedforward, coaching questions
Personal Action Plan	Ensure transfer to workplace	70:20:10 thinking, implementation intention, accountability
Final Challenge: 90-Second Impact Pitch	Demonstrate transformation	Micro-presentation, peer assessment, reflection
Closure & Commitment	Anchor learning and accountability	Reflection, commitment statement

Accountability, Ownership & Pro-activeness

Training Flow / Session	Purpose & Behavioural Outcome	Tools / Techniques
“It Starts With Me”	Create ownership mindset from the first minute	Psychological safety, learning contract, expectation mapping
Accountability & Ownership Diagnostic	Establish behavioural baseline	Self-assessment, reflective questioning
What Does Accountability Really Mean?	Separate accountability from blame, responsibility and ownership	Facilitated discovery, questioning, behavioural examples
The Ownership Mindset	Shift from “Why me?” to “What can I influence?”	Growth mindset, Circle of Control, Influence model
From Excuses to Choices	Make mindset shift explicit	Experiential debriefing
Accountability Ladder	Recognise different levels of behavioural ownership	Behavioural continuum, coaching
Proactive vs Reactive Behaviour	Build anticipation and prevention habits	Proactive behaviour model, anticipation technique
Case Study: “Nobody Told Me”	Apply accountability to a realistic management situation	Case analysis, stakeholder mapping, root-cause thinking
Energy Reconnect: “Act Without Being Asked”	Rebuild energy and introduce initiative	Gamification, observation
Proactivity: See It Before It Becomes a Problem	Develop anticipation skills	Risk anticipation, “Look Ahead” technique
Taking Initiative Without Overstepping	Understand appropriate boundaries of proactivity	Decision-rights framework, risk judgement
Debrief & Learning Harvest	Convert experience into principles	Structured reflection
Accountability in Communication	Build visibility and follow-through	Commitment language, expectation setting
The Accountability Conversation	Develop manager capability to hold people accountable	GROW, SBI, coaching questions
Integrated Management Simulation	Integrate ownership + accountability + proactivity	Business simulation, role allocation, observation
Behavioural Feedback	Identify visible behaviour changes	SBI, feedforward, peer coaching
Personal Accountability Commitment	Ensure transfer to workplace	Implementation intention, action planning